

Windows laptops & PCs | Easy | 2 min read

My laptop will not charge

A laptop that will not charge is usually down to the charger, the socket or a small fault in the charging port. Work through these checks gently before assuming the battery has failed.

Quick fixes to try first

- Try a different wall socket, and plug the charger in directly rather than through an extension lead.
- Push the plug firmly into the laptop. Look at the port for fluff or a bent pin, but do not poke anything metal inside it.
- Check the charger lights up, if it has a light, and that the cable has no kinks, splits or hot spots.
- Make sure you are using the charger that came with the laptop, or one with the same rating printed on it.

Step by step

1. Unplug the charger and remove any USB sticks and other devices.
2. Hold the power button for about 15 seconds to drain leftover power, then let go.
3. Plug the charger back in and wait 10 minutes, even if nothing seems to happen.
4. Press the power button once.
5. Once Windows starts, click the battery icon at the bottom right to see whether it says **Plugged in, charging**.

If that did not work

Some laptops show **Plugged in, not charging** when the battery is very hot. Switch it off, move it to a hard surface and let it cool for 30 minutes.

If you have a second compatible charger to borrow, try it. That quickly tells you whether the charger or the laptop is at fault.

Windows 11: you can see battery health notes under **Settings**, then **System**, then **Power & battery**.

Windows 10: look under **Settings**, then **System**, then **Battery**. The exact wording may differ slightly between versions.

When to get more help

Stop and email us if the charger gets hot or smells of burning, the battery looks swollen or the case is bulging, the plug feels loose in the port, or the laptop only works when the cable is held at an angle. Do not open the laptop yourself. Tell us the make and model, what lights you can see, and what you have already tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.